



EBT NEWS

County of Los Angeles
Department of Public
Social Services

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EBT IMPLEMENTATION A SUCCESS -- ROLLOUT GROUP 1

"One of the best in the State" and "remarkably problem-free" are the words being used by State officials to describe LA County's implementation of EBT on February 1st. Both participants and retailers are positive about the new way of doing business. Almost 150,000 participants are now receiving their benefits via EBT. Another 140,000 participants will begin receiving their benefits in March 2003, bringing the County's total EBT population to nearly 300,000. With the completion of Countywide implementation in March, 90% of the counties in the State will be distributing their cash and/or Food Stamp benefits through EBT, with the remaining counties coming up by September 2004.

Clearly the County's six-month pilot last summer paid off. Congrats to all on a job well done!

Participant Training

Unbelievable! The final stats were compiled and the overall results were truly remarkable! Participant training sessions for Rollout Group I districts concluded January 31, 2004. Participant turnout was steady for the walk-in training at most sites, but the most staggering results came in the number of Over-the-Counter (OTC) card issuances that took place; these are the cards issued to all participants using the district address. The three highest OTC counts came from Civic Center District with 32%, San Gabriel Valley District with 35%, and Lancaster District with an outstanding 38%!

BWS is confident that Rollout Group II is ready to meet the challenge of exceeding the above percentages!

PARTICIPANT NOTIFICATION

A special notice was included in the mailing of the CW 7 to participants about the importance to pick up benefits from the benefits issuance outlets before EBT is implemented. As you know supplemental benefits are available to participants throughout the month. Participants sometimes do not even know that there are supplemental benefits available until they go to pick up benefits at the beginning of the next month. Every effort is made to prevent delays in getting benefits to participants before the outlets unplug LA FAIR. In the event that participants do not pick up benefits before EBT is implemented in their district, these benefits may be cancelled and reissued on EBT. **Some** benefits issuance outlets will unplug LA FAIR at the end of January 2004. **All outlets will no longer have access to LA FAIR by end of February 2004.** Please refer to Administrative Directive #4465, dated 1/20/2004.

NEW EBT CONTRACTOR

Citicorp sold their Electronic Financial Services (EBT) to JP Morgan Chase at the end of 2003. There is no impact to EBT with this change.

EBT IS HERE



EBT CORNER: IS IT TRUE OR FALSE?

1. All participants, regardless of program, have the option to be exempt from using EBT. Is this true or false?

False. Only cash program participants have the option of not using EBT. Cash participant may opt to receive their cash benefits by using direct deposit or have a warrant mailed to them for receipt on the first calendar day of the month. EBT regulations do not permit Food Stamp participants an option. Instead, Food Stamp participants may designate an alternate cardholder to act on their behalf. Please refer to the Stagger Days and Alternate Methods section of the EBT Handbook.

2. With EBT, all participants, regardless of program, will continue to have a 1-10 day stagger. Is this true or false?

False. Only Food Stamp and General Relief participants will continue to have a 1-10 day stagger. CalWORKs participants will have a 1-3 stagger and RCA and CAPI participants will have benefits available on day 1. Please refer to the Stagger Days and Alternate Methods section of the EBT Handbook.